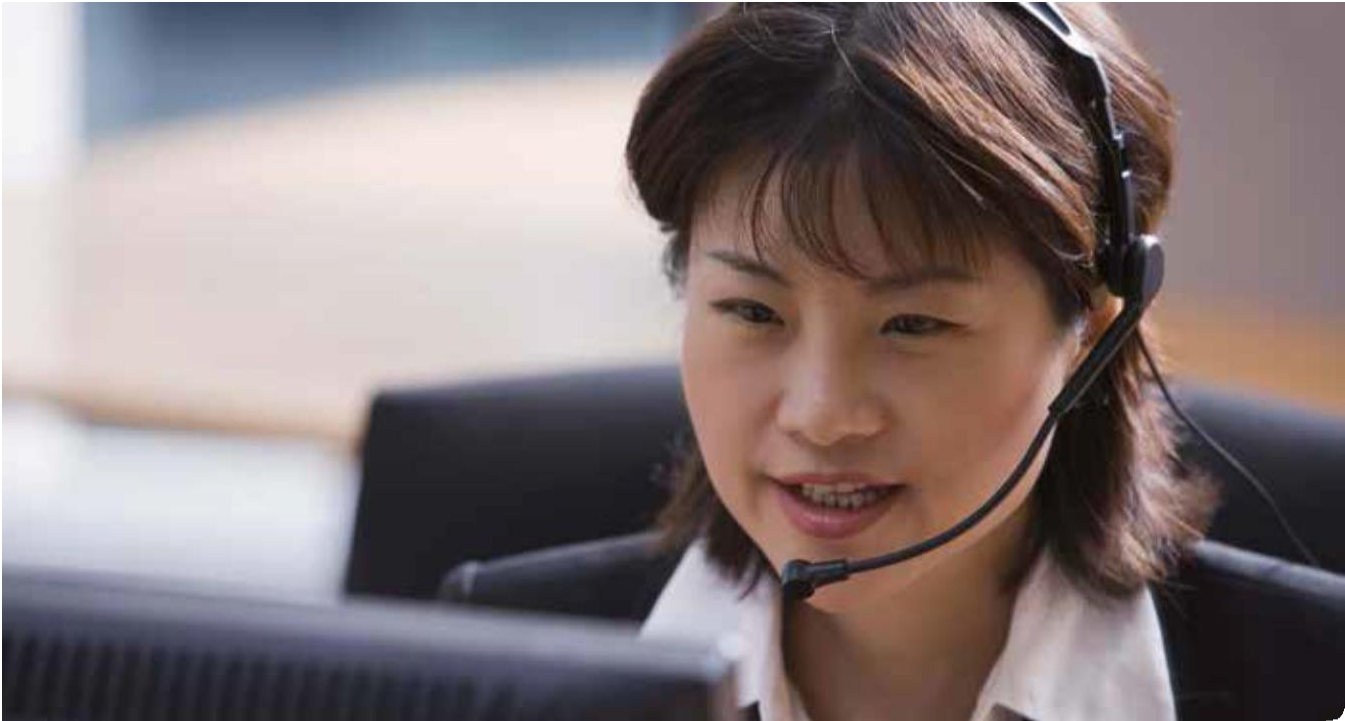


Training Catalog

Quarter 1 2019



Table of Contents



<u>Customer Training Service</u>	6
<u>Training Policies and Department Contact Information</u>	7
<u>How to Order a Training Program</u>	8
<u>What's New?</u>	9
<u>Professional Development for Managers and Supervisors</u>	10
<u>Management Development</u>	11
How to Build Successful Teams, Manager	11
How to Improve Communication Skills, Manager	11
How to Manage Change, Managers.....	11
How to Use Conflict as Opportunity, Manager	12
Preventing Sexual Harassment, Manager	12
Preventing Sexual Harassment, California	12
Substance Abuse Disorder in the Workplace: A Manager's Responsibilities	13
<u>Performance Management</u>	14
How to Build Workplace Motivation and Morale	14

How to Coach for Success	14
How to Manage People Effectively	15
How to Recognize Changes in Employee Behavior and Take Appropriate Action	15
<u>Corporate Consultation/Special Circumstances</u>	16
Corporate reorganization.....	16
External resources	16
Disaster preparedness	16
Take your child to work.....	16
Transgender issues in the workplace.....	16
Management consultation.....	16
Grief and loss	16
Critical Incident Response Services (CIRS)	17
<u>Human Resources/Workplace Concerns and Work Skills</u>	18
<u>Change</u>	19
How to Manage Change, Employee.....	19
How to Navigate Workplace Change	19
<u>Communication</u>	20
How to Build Successful Teams, Employee.....	20
How to Create a Respectful Workplace	20
How to Improve Communication Skills, Employee.....	20
How to Understand Nonverbal Communication	21
<u>Conflict</u>	22
How to Overcome Negativity in the Workplace	22
How to Use Conflict as Opportunity, Employee	22
Improving Workplace Relationships	23
<u>Customer Service</u>	24
How to Build Customer Satisfaction	24
How to Manage Customer Expectations	24
How to Work with Difficult Customers	24
<u>Diversity</u>	26
Understand and Embrace Diversity	26
<u>Healthy Workplace</u>	27
Creating Harmony Between Generations at Work.....	27
How to Create a Healthy Workplace	27
Preventing Sexual Harassment, Employees.....	28
<u>Safety</u>	29
Substance Abuse Disorder in the Workplace, Employees	29
<u>Workplace Stress</u>	30
Build Your Resilience.....	30

Get the Best of Stress.....	30
How to Navigate Workplace Uncertainty	30
Preventing Burnout.....	31
Etc	32
How to Be and Effective Workplace Leader	32
How to Make Better Decisions with Critical Thinking.....	32
How to Support Mental Health Concerns in the Workplace	32
How to Be and Effective Workplace Leader	32
Wellness and Work/Liffe Seminars	33
Parenting/Family	34
Aging	34
Managing Eldercare	34
Parenting	35
Positive Parenting	35
Teaching Your Kids Accountability	35
Healthy Lifestyle	36
Boost Energy Naturally	36
Eating Healthier On-the-Go	36
Eating Healthy for Less.....	37
Five Steps to Healthier Eating	37
Losing Weight Healthfully	37
Making Time for Fitness.....	37
Stress	39
How to Manage Stress	39
Maintaining Balance in Life	39
Wellness	39
Aging Healthfully	39
Creating a Healthier Lifestyle.....	39
Quitting Smoking	39
Financial	40
How to Manage Your Finances	40
Personal Growth/Challenges	41
Coping with Traumatic Events	41
How to Create Passion and Motivation in the Workplace.....	41
How to Understand and Develop Emotional Intelligence	42
Planning Your Retirement.....	42
Time	43
How to Simplify Your Life.....	43
How to Slow Down.....	43

Etc	44
Making Holidays Happier	44

Customer Training Services



OPTUM® offers a wide range of programs and services designed to help organizations address workplace challenges by:

- Providing employees with current information and educational materials about work/life issues
- Heightening the awareness and visibility of organizational effectiveness programs
- Helping employees develop their work/life management skills
- Providing management with the opportunity to enhance employee relations by honing supervisory skills
- Conveying a supportive corporate culture to employees and their families

Training programs

We offer training programs on a variety of topics related to workplace and work/life issues. They're an integral component of an organizational health program. These interactive, practical and informative programs are conducted by members of the OPTUM network of experienced training professionals. Workshops and seminars utilize a variety of adult learning strategies. They may involve individual and group exercises, case studies or facilitated discussions.

*Due to legal constraints, our trainers cannot answer specific questions related to state or federal law, or interpret internal organizational policy

Executive Branch of State Government: Please note that some trainings and/or training series are unavailable through Here4TN. These trainings are notated throughout the catalog. Please contact the Department of HR (DoHR) for more information.

All other participating agencies; always check with Human Resources about trainings that may be required for your organization.

Management Development

Our Management Development programs help managers polish communication skills and understand organizational dynamics. Managers learn how to enhance employee relationships and knowledge, and improve morale and motivation in the workplace.

Our Employee Development, Wellness and Work/Life programs are meant to be introductory in nature, with the goals of increasing understanding and introducing effective behaviors.

Each program is listed in this catalog with a brief synopsis of its content and important information relevant to the program.

The topics have been organized to help you meet the needs of your employees and your organization:

- **Course length flexibility** — The recommended course length is provided, but all of our programs are flexible and can be offered in any duration. Our 30 minute programs are designed for busy employees, managers, and executives who want to stay on top of the latest research. Everyone who attends will get takeaways, tools and best practices that will help enhance all aspects of their work and life.
- **Training Modalities** - All of our training programs are available in either onsite or via the web. Those who chose our web-based programs will receive a webinar link for the event at no charge. Audio broadcast is used for all Webinar trainings with a back-up toll free number if needed. .

Training Policies and Department Contact Information

[Table of Contents](#)



- **Scheduling:** Whenever possible, we ask that trainings are requested 30 days in advance, however, the Customer Training Department is able to accommodate more urgent requests as needed.
- **Contracted hours:** Contracted training/consulting hours are deducted in one-hour increments. For on-site trainings, we charge only for the on-site time it takes to conduct the training.
- **Travel time and expenses:** No contracted hours are deducted for travel time. Travel expenses, if any, are billed additionally when preauthorized by the customer.
- **Canceled training:** When canceling scheduled training, five full business days' notification is required. Shorter notice will result in a deduction of contracted training hours or an applied fee.
- **Canceled travel:** If travel is required and authorized, non-refundable travel expenses incurred as a result of cancellation will be billed to the customer, regardless of when the customer cancels. When the training is being scheduled, the customer will be offered the option of refundable or lower-cost, non-refundable reservations.
- **Critical Incident Response Services (CIRS):** By working with the CIRS department, contracted training hours may also be used for CIRS. Consult your account manager for specifics.
- **Language availability:** Currently we provide our training programs in English, but for a small fee they can be translated into Spanish.
- **Recorded webinars:** Files are only available in a WMV or MP4 file and will be sent to you via WeTransfer or DropBox. We are unable to make exceptions.

Quality assurance

Optum is committed to offering training programs that are relevant to your organization and of the highest quality. Individual participants attending a training as well as our customer contacts have the option to evaluate the training program upon completion. This data will be collected, summarized and analyzed for internal modifications and enhancements. Survey responses will be confidential and used solely to evaluate and improve our training programs.

How to Order a Training Program

[Table of Contents](#)



You may submit your request by accessing the training request form on Here4TN under the “leaders” section.

Below are a few things to consider as you prepare to submit a training request:

1. **Whenever possible, we ask that trainings are requested 30 days in advance.**
2. Select programs that are appropriate for your organizational and employee needs and interests. If you need assistance or more information than is provided in this catalog, call your Account Manager.
3. Choose several dates and times that meet your scheduling requirements. For onsite trainings, please have a room reserved for requested dates. We can accommodate trainings 24/7/365, but our standard hours are Monday-Friday 8:00am – 6:00pm.
4. Training session(s) logistics:
 - Number of attendees expected in each session — between 10 and 50 is recommended
 - Number of sessions requested
 - Participants (managers, employees, other)
 - Location of the training—onsite trainings only
 - Contact person’s name, address, phone number and email address
 - Description of the room to be used (size, tables, etc.)—onsite trainings only
5. Be prepared to share any relevant workplace history, incidents or information — such as new policies or workplace changes — that will be helpful to the trainer.

A cooperative effort

In order to maximize the training benefit, we ask you to:

- Have a training space available to accommodate the expected number of participants--onsite trainings only.
- Print the participant booklets and any other materials that accompany the chosen topic—onsite trainings only
- Have a flip chart or white board available and an overhead projector or LCD projector and laptop computer—onsite trainings only
- If scheduling back-to-back sessions, build in a 10 to 15 minute break between sessions to allow time for the trainer to address any changes that may be needed

Questions or concerns? Please reach out to your account manager or training coordinator.

What's New?

[Table of Contents](#)

Optum® is making several changes designed to make it easier for you to find and schedule trainings for your employees including the following:

- We now offer one global catalog with 50 topics based on an analysis of the most requested titles. We heard your feedback that a training catalog with more than 250 topics is overly cumbersome and inefficient. We believe the new catalog will make it easier for you to find topics that are of the most interest to your employees.
- Please continue to work with your Account Manager to submit requests once a topic has been selected.
- Participant surveys will be provided via online modality for both on-site and webinar training sessions. Participants will register for events prior to the session and receive an email to complete the satisfaction survey following the event.

We sincerely hope that these changes will make it easier for you to administer EAP trainings. If you have any questions, please feel free to reach out to the Training Team or your Account Manager for additional information.

Professional Development for Managers and Supervisors

[Table of Contents](#)



Management Development

- How to Build Successful Teams, Manager
- How to Improve Communication Skills, Manager
- How to Manage Change, Manager
- How to Use Conflict as Opportunity, Manager
- Preventing Sexual Harassment, Manager
- Preventing Sexual Harassment, California
- Substance Abuse Disorder in the Workplace: A Manager's Responsibilities

Performance Management

- How to Build Workplace Motivation and Morale in the Workplace
- How to Coach for Success
- How to Manage People Effectively
- How to Recognize Change in Employees and Take Appropriate Action

Corporate Consultation/Special Circumstances

- Corporate reorganization
- External resources:
 - Behavioral disaster preparedness for businesses
 - Take your child to work
 - Transgender issues in the workplace
- Management consultation
- Grief and loss
- Critical Incident Response Services

How to Build Successful Teams, Manager

3 hours

Managers will learn to identify the characteristics of effective teamwork, influence the work group function and recognize the signs of difficulty on a team. This program will also help participants form and maintain effective teams, and improve productivity and morale.

Participants will:

- Define teamwork
- Determine their individual work style
- Learn how to modify work style for team effectiveness
- Identify the qualities and characteristics of effective teams

Executive Branch of State Government: This training is not available through Here4TN. Please contact your DOHR representative for more information on scheduling.

How to Improve Communication Skills, Manager

2 hours

The level of a manager's influence relies heavily on their communication skills. This program will address the communication concerns managers uniquely face, exploring the skills required to be effective.

Participants will:

- Practice active listening
- Identify communication issues
- Determine payoffs of effective communication
- Recognize obstacles to effective communication
- Apply positive communication for problem-solving
- Create an action plan to improve communication skills
- Describe differences between passive, aggressive and assertive communication styles

Executive Branch of State Government: This training is not available through Here4TN. Please contact your DOHR representative for more information on scheduling.

How to Manage Change, Manager

2 hours

Supervisors face a double challenge during workplace transition. As employees, they're affected by the changes, but as supervisors they must lead others through change. This program is designed to support supervisors in the midst of a changing work environment. It also introduces the skills needed to assist employees in managing the process.

Participants will:

- Identify managerial transition strategies
- Examine employee morale and how that affects transitions
- Determine how to respond proactively to workplace transitions
- Develop strategies to ease transitions for employees and for yourself as a manager

Recommendations: This program is most effective when an HR representative attends. HR can address any

questions about available employee resources, goals of the change and how the change is being implemented. This program is particularly helpful to employees prior to impending workplace change.

Executive Branch of State Government: This training is not available through Here4TN. Please contact your DOHR representative for more information on scheduling.

How to Use Conflict as Opportunity, Manager

3 hours

In addition to the general information covered in the employee conflict presentation, this program focuses on sources of initial and ongoing conflict, negotiations, conflict analysis, the benefits of conflict, case studies and the anatomy of an argument. It also covers setting the stage, ground rules and procedures for conflict resolution.

Participants will:

- Explore how to view others objectively
- Assess personal conflict resolution style
- Discuss the value of conflict as an opportunity
- Examine how to improve communication skills
- Identify misunderstandings in conflict situations
- Apply and practice conflict resolution strategies

Recommendations: This program is most effective when management and HR are familiar with conflict resolution procedures and agree to implementation of the process. It's helpful to train designated managers and HR representatives to act as neutral third-party facilitators in the conflict-resolution process.

Executive Branch of State Government: This training is not available through Here4TN. Please contact your DOHR representative for more information on scheduling.

Preventing Sexual Harassment, Managers

2 hours

Leaders must be prepared to take action if allegations of sexual (and other forms of) harassment are brought forward. Just as important, they must clearly understand how to address and prevent workplace conditions that may be conducive to sexual harassment.

Participants will:

- Understand sexual harassment
- Discuss gray area of sexual harassment
- Describe ways to help prevent sexual harassment
- Recognize how sexual harassment negatively affects work relationships
- Discuss how supervisors and managers can be proactive in preventing sexual harassment
- Review the financial and legal consequences sexual harassment can have on an organization
- Describe what supervisors and managers should do in response to a complaint of sexual harassment

Recommendations: This program is most effective when an HR representative attends and participates in the discussion. HR can address questions about your organization's specific policies and reporting procedures regarding sexual harassment. HR might also provide information regarding the prevalence of workplace sexual harassment complaints.

Executive Branch of State Government: This training is not available through Here4TN. Please contact your DOHR representative for more information on scheduling.

Note on timing: Due to legal constraints, trainers cannot answer specific questions related to state or federal law, or interpret internal organizational policy. Because this training program deals with laws, policies and specific behaviors — and is designed to keep the customer compliant — we're not willing to compromise the information contained within the program by offering it in an abbreviated time frame.

Substance Abuse Disorder in the Workplace: A Manager's Responsibilities

2 hours

(If DOT is included, add 15 to 30 minutes)

Managers will learn important information about substance use and drug testing, including how to identify substance use issues in the workplace and how to address them based on company policy. How to confront an employee and document observations will also be discussed.

Participants will:

- Examine the most commonly abused drugs
- Identify helpful resources and how to use them
- Understand the extent of substance abuse in the workplace
- Reinforce skills to effectively deal with workplace performance or behavioral issues
- Recognize signs and symptoms that may impact a safe and productive work environment
- Explore actions and circumstances that make up "reasonable suspicion" and impairment

Recommendations: This program is most effective when an HR representative (or other appropriate staff) is present to address specific workplace policy information and to participate in the discussion.

U.S. Only: While numerous organizations use this program to meet department of transportation, department of defense and department of energy employee education requirements, it's the responsibility of the customer company to determine if this session will meet regulatory needs.

Note: Due to legal constraints, our trainers cannot answer specific questions related to state or federal law, or interpret internal organizational policy.

How to Build Workplace Motivation and Morale

2 hours

Managers and supervisors will learn how communication and personal management styles can contribute to (or detract from) workplace motivation and morale. Participants will connect with practical, timely tips that can contribute to employee motivation, boost morale and increase productivity.

Participants will:

- Identify and apply strategies for maintaining or rebuilding employee morale
- Assess current levels of motivation and morale for their workgroup and for themselves
- Describe the difference between morale and motivation, and the factors that influence each
- Identify and apply strategies for helping employees become motivated to obtain organizational goals

Executive Branch of State Government: This training is not available through Here4TN. Please contact your DOHR representative for more information on scheduling.

How to Coach for Success

3 hours

Managers and supervisors will learn to acknowledge and apply appropriate coaching techniques with employees. Participants will be able to successfully identify and address coaching situations, maintain workplace relationships with subordinate staff, develop employees, and improve productivity and trust.

Participants will:

- Discuss components of coaching
- Use case studies for skill practice
- Define the role of manager as coach
- Discuss how to address problem behaviors
- Determine methods for offering useful feedback
- Create an action plan on how to coach for success
- Identify employee needs and how to adapt to them

Recommendations: This program is most effective when an HR representative attends and participates in the discussion. HR can address any questions about specific application and interpretation of organizational policies and procedures related to the topic.

Executive Branch of State Government: This training is not available through Here4TN. Please contact your DOHR representative for more information on scheduling.

How to Manage People Effectively

3 hours

For managers and supervisors, this program can help take the guesswork out of managing people effectively. By applying the information presented, participants will inspire better working relationships, improved morale and motivation, and increased trust and productivity.

Participants will:

- Examine management assumptions
- Apply information using case studies
- Explore what it means to be an effective manager
- Identify the difference between a manager and leader
- Determine a manager's role, functions and responsibilities
- Create a personal action plan for managing people effectively
- Understand the process for addressing performance concerns

Executive Branch of State Government: This training is not available through Here4TN. Please contact your DOHR representative for more information on scheduling.

How to Recognize Changes in Employee Behavior and Take Appropriate Action

2 hours

It's not uncommon for managers to see troublesome or even confusing behavior in the workplace. This program offers support and ways to deal with employees exhibiting symptoms of depression, anxiety, techno-stress, addiction and potentially violent behavior. Taking appropriate action early on can contribute to successful conflict resolution.

Participants will:

- Identify steps for negotiating conflict
- Differentiate normal and problem behaviors
- Discuss how to find additional professional support
- Clarify manager's/supervisor's role in monitoring employee behavior
- Examine employee problems that have the potential for workplace disruptions
- Discuss how to intervene to prevent workplace disruptions and promote well-being of employee

Executive Branch of State Government: This training is not available through Here4TN. Please contact your DOHR representative for more information on scheduling.

Corporate Consultation/ Special Circumstances

[Table of Contents](#)

Corporate Reorganization

Our training programs help organizations effectively address a wide variety of challenging workplace issues. We are available to consult with you regarding which training programs will work for your company's needs. An issue of particular concern might be corporate reorganization, a very stressful experience for everyone. We have a selection of training programs that deal with downsizing, surviving layoffs and other work changes.

Executive Branch of State Government: This training is not available through Here4TN. Please contact your DOHR representative for more information on scheduling.

External Resources

Disaster Preparedness

The Federal Emergency Management Agency website offers information to businesses and families about preparing for disasters. To access this information, go to www.ready.gov. If you're interested in an in-person presentation on disaster preparedness, please contact your local Red Cross.

Take Your Child to Work

If you're interested in obtaining information about planning for "Take Your Child to Work" Day, please refer to <https://daughtersandsonstowork.org/>. This site offers materials that can be downloaded. And it has information that can be used for planning and organizing an event. Contact your account manager for more information. We recommend that you begin planning in January for this April event.

Transgender Issues in the Workplace

The Human Rights Campaign Foundation offers tools and resources at <https://www.hrc.org/resources/topic/global-workplace-equality-programs> and <https://www.hrc.org/resources/workplace-discrimination-policies-laws-and-legislation>

Management Consultation

Serious illness and allegations of sexual harassment or discrimination are some of the difficult situations that can create a stressful atmosphere in the workplace and affect the productivity and morale of co-workers. The management consultation services offered through your employee assistance program are designed to address these issues. We can offer training programs that complement those services.

Grief and Loss

Any loss can create an intense emotional reaction that may affect people both personally and professionally. We have training programs to help organizations and their employees understand the normal emotional reactions and patterns of behavior involved in the grieving process. We also present coping strategies for dealing with the issues related to grief.

Critical Incident Response Services (CIRS)

Optum provides a wide range of related proactive and post-incident services that can help an organization address a number of issues.

These Services Include:

- Organizational needs analysis to proactively identify areas of the company in which stress or change is likely to occur, assessment of work challenges that have already taken place, and exploration of the potential for organizational change that may prevent or create workplace challenges.
- Management training on trauma and critical incident service management, including how to recognize and respond to a critical incident, identify stress reactions, and make appropriate referrals for help

To arrange for CIRS, please call Optum using your Employee Assistance Program phone numbers and listen for the prompt.



Human Resources/Workplace Concerns and Work Skills

[Table of Contents](#)



Change

- How to Manage Change, Employee
- How to Navigate Workplace Change

Communication

- How to Build Successful Teams, Employee
- How to Create a Respectful Workplace
- How to Improve Communication Skills, Employees
- How to Understand Nonverbal Communication

Conflict

- How to Overcome Negativity in the Workplace
- How to Use Conflict as Opportunity, Employee
- Improving Workplace Relationships

Customer Service

- How to Build Customer Satisfaction
- How to Manage Customer Expectations
- How to Work with Difficult Customers

Diversity

- Understand and Embrace Diversity

Healthy Workplace

- Creating Harmony Between Generations at Work
- How to Create a Healthy Workplace
- Prevent Sexual Harassment, Employee

Safety

- Substance Abuse Disorder in the Workplace, Employee

Workplace Stress

- Build Your Resilience
- Get the Best of Stress
- How to Navigate Workplace Uncertainty
- Preventing Burnout

Etc.

- How to Be an Effective Workplace Leader
- How to Make Better Decisions with Critical Thinking
- How to Support Mental Health Concerns in the Workplace

How to Manage Change, Employees**1 hour**

Downsizing, acquisition, re-orgs, mergers, layoffs - These transitions can be unsettling to any worker. Change, especially rapid, stressful change, can be challenging and difficult — even for the most resilient employee. But, change can bring opportunities for growth and positive transformation. This program introduces a healthy process for navigating workplace change.

Participants will:

- Assess the impact of multiple changes on one's life
- Identify the emotional phases associated with change
- Develop strategies to make change more rewarding
- Determine how to respond constructively to change in the workplace

Recommendations: This program is most effective when an HR representative attends. HR can address any questions about available employee resources, goals of the change and how the change is being implemented. This program is particularly helpful to employees prior to impending workplace change.

Executive Branch of State Government: This training is not available through Here4TN. Please contact your DOHR representative for more information on scheduling.

How to Navigate Workplace Change**1 hour**

When an organization downsizes and co-workers are laid off, what happens next? This program addresses that question as well as other normal reactions to surviving organizational changes—like guilt and ongoing worry.

Participants will:

- Determine coping strategies
- Identify typical stress reactions
- Explore ways to support yourself and co-workers
- Describe normal responses to organizational change
- Discuss ways to make yourself invaluable to your company

Recommendations: This program is best presented after a layoff has occurred.

Executive Branch of State Government: This training is not available through Here4TN. Please contact your DOHR representative for more information on scheduling.

How to Build Successful Teams, Employee

2 hours

Participants will discover their own work style and how that personal style interacts within the team. This program features exercises that prompt employees to maintain effective teams and work together to reduce tension and stress, and improve morale and productivity.

Participants will:

- Identify warning signs
- Explore the benefits of teamwork
- Determine strategies for interaction
- Identify the characteristics of an effective team
- Examine the qualities of an effective team member
- Discover your work style and practical application

Executive Branch of State Government: This training is not available through Here4TN. Please contact your DOHR representative for more information on scheduling.

How to Create a Respectful Workplace

2 hours

Integrity and respect in workplace interactions help cultivate a positive and successful environment that enhances the bottom line. This program will introduce communication skills and other behaviors that promote respectful, open ways of relating, settling differences and working effectively as a team.

Participants will:

- Explore conflict negotiation strategies
- Foster a morale-enhancing atmosphere
- Identify, promote and practice healthy ways of interacting
- Examine inappropriate and/or abusive communication styles
- Apply respectful techniques to common workplace problems
- Identify advantages of respectful, positive workplace interaction

How to Improve Communication Skills, Employee

1 hour

Communication is at the heart of professional and personal interactions. Depending on skill level, the ways we communicate can open doors to productive relationships, a good working climate and opportunities. But lack of solid skills can close doors. This training offers participants a chance to apply skills that are critical to good communication. And, they'll learn about factors that positively influence communication — as well as those that may create barriers.

Participants will:

- Practice active listening
- Learn the value of assertive communication
- Discuss the role of nonverbal communication

- Use positive communication for problem-solving
- Determine what makes communication effective

Executive Branch of State Government: This training is not available through Here4TN. Please contact your DOHR representative for more information on scheduling.

How to Understand Nonverbal Communication

1 hour

People use facial expressions, gestures, eye contact, posture, proximity, paralanguage, and touch to interpret the messages received from others — whether we use words or not. This training will explore the power of nonverbal communication, examining the congruency factor, opportunities to make interpretations and also discussing caveats when interpreting nonverbal communication.

Participants will:

- Explore the power of nonverbal behavior
- Identify components of nonverbal communication
- Examine the challenges of interpreting nonverbal messages

Executive Branch of State Government: This training is not available through Here4TN. Please contact your DOHR representative for more information on scheduling.

How to Overcome Negativity in the Workplace

1 hour

A must for all employees, this program shares how negativity surfaces in the workplace. The goal is to help participants recognize the relationship of workplace change to negative behavior and interaction. Time will be spent helping participants identify ways to stay focused, productive and positive.

Participants will:

- Develop strategies for staying positive
- Identify how negativity surfaces in the workplace
- Recognize how change can increase feelings of negativity

How to Use Conflict as Opportunity, Employee

1 hour

This program addresses how conflict affects the workplace and offers opportunities to practice positive conflict resolution techniques. It will also present suggestions for maintaining successful relationships, improving trust, heightening morale and increasing productivity.

Participants will:

- Identify how and why conflicts arise
- Assess own conflict resolution style
- Discuss conflict negotiation options
- Identify different styles of managing conflict
- Define the impact of conflict in the workplace
- Apply and practice conflict resolution strategies
- Discuss the value of exploring and discussing conflicts

Executive Branch of State Government: This training is not available through Here4TN. Please contact your DOHR representative for more information on scheduling.

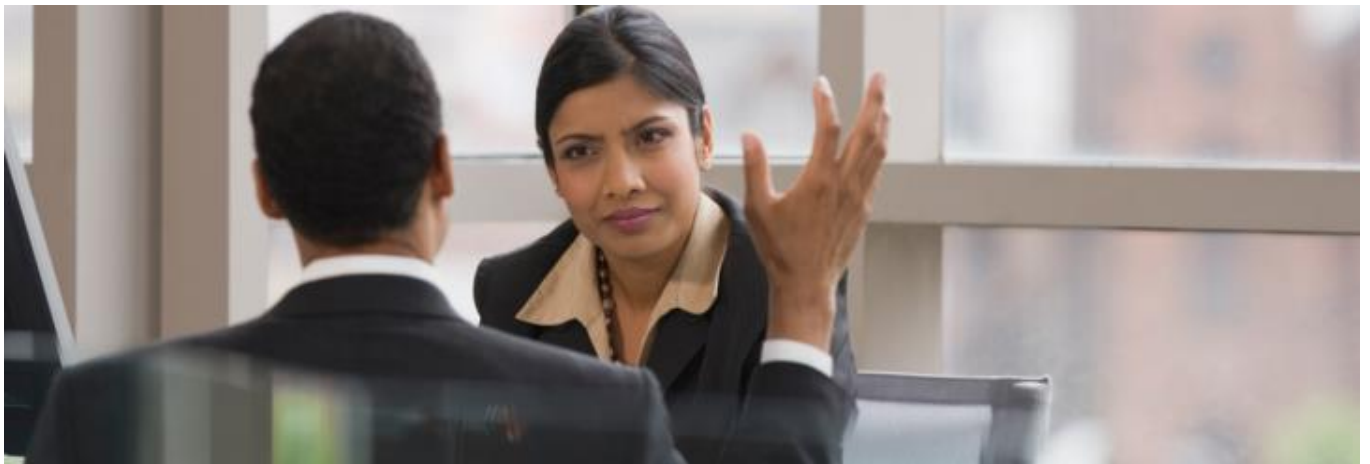
Improving Workplace Relationships

1 hour

Improving workplace relationships often requires understanding — and managing — underlying difficult behaviors. This program helps identify the difficult behaviors we encounter in both our personal and work lives. Participants will then learn specific guidelines for interacting and dealing with these behaviors in everyday life.

Participants will:

- Improve basic assertive communication skills
- Explore the motivation behind difficult behaviors
- Get practical knowledge of effective ways to deal with difficult behavior
- Apply skills to help them effectively manage difficult interpersonal styles
- Increase recognition and understanding of difficult behaviors in the workplace



How to Build Customer Satisfaction**1 hour**

This session is designed to help employees navigate the challenges and stresses of dealing with customers, across industries. Participants will learn to meet customer needs and provide excellent service as they examine their own expectations as customers.

Participants will:

- Define customer needs
- Practice good listening skills
- Explore what customer service means
- Identify techniques to deal with difficult people
- Apply techniques to improve customer communication
- Create an action plan for how to build customer satisfaction

Executive Branch of State Government: This training is not available through Here4TN. Please contact your DOHR representative for more information on scheduling.

How to Manage Customer Expectations**2 hours**

Employees in decision-making positions must face one of the greatest challenges in business: customer service. Excellent customer service is often the differentiating factor in maintaining or losing valued clients. This program offers participants ways to enhance customer service practices above and beyond expectations — while maintaining positive relationships and appropriate boundaries.

Participants will:

- Assess the impact of multiple changes on one's life
- Develop strategies to make change more rewarding
- Identify the emotional phases associated with change
- Determine how to respond constructively to change in the workplace

Executive Branch of State Government: This training is not available through Here4TN. Please contact your DOHR representative for more information on scheduling.

How to Work with Difficult Customers**1 hour**

Today, providing excellent customer service is more important than ever. This program focuses on how an employee should respond when a customer is unduly demanding, rude, abusive or potentially violent. Also, participants will get important tips to help build communication skills to defuse these tense situations.

Participants will:

- Practice problem-solving to address customer issues
- Identify techniques for dealing with difficult customers

- Determine productive methods for addressing customer issues
- Discuss how to handle a verbally or physically abusive customer
- Describe skills needed to deal effectively with difficult customer

Executive Branch of State Government: This training is not available through Here4TN. Please contact your DOHR representative for more information on scheduling.

**Understand and Embrace Diversity****4 hours**

Exploring the many facets of diversity, this program examines cultural differences, as well as differences in age, gender, marital status, and sexual orientation. This session also explores the benefits of diversity in the workforce as well as effective ways to achieve a safe and equal workplace.

Participants will:

- Explore diversity issues
- Determine the impact of prejudice
- Affirm business reasons for diversity
- Discuss effective communication on challenging topics
- Identify and recognize “big picture” issues and challenges
- Discuss how one’s culture influences workplace behaviors
- Identify skills for effective understanding and communication
- Examine the cultural styles and values of different groups and individuals within groups

Executive Branch of State Government: This training is not available through Here4TN. Please contact your DOHR representative for more information on scheduling.

Creating Harmony Between Generations at Work

1 hour

Today's workplace dynamics are rapidly changing. It's possible for one workplace to have four different generations on the same team sharing the same space. Because different generations bring their own values, rules and styles, that can sometimes lead to conflict or unproductive competition. This program can help participants understand generational differences — and get tips for creating a harmonious work environment.

Participants will:

- Determine strengths of each generation
- Explore the values that drive each generation
- Develop techniques to create harmonious work teams

Executive Branch of State Government: This training is not available through Here4TN. Please contact your DOHR representative for more information on scheduling.

How to Create a Healthy Workplace

2 hours

“How to Create a Healthy Workplace” empowers employees to take action.. This session will share how to focus on the positive while using respectful communication, employing problem-solving skills, valuing differences and actually having fun. Participants will work in teams to develop workplace plans to apply to their individual situations.

Participants will:

- Develop a plan for workplace health
- Identify challenging workplace issues
- Describe how change impacts all aspects of life
- Apply positive communication and conflict resolution skills
- Demonstrate behaviors to avoid escalation of workplace issues
- Explore how each member of the work setting contributes to and is responsible for the health of the workplace environment

Recommendations: This program has a great impact when members of actual working groups attend together.

Preventing Sexual Harassment, Employee

1 hour

Any form of sexual harassment in the workplace is a key business issue, yet lack of clarity and discomfort with these issues abound. This training program focuses on the legal definition of sexual harassment, the costs to the organization and how employees at all levels can contribute to an appropriate, respectful work atmosphere.

Participants will:

- Discuss the definition of sexual harassment under federal law
- Reinforce how to identify, stop and prevent sexual harassment
- Identify employee differences in how they understand sexual harassment

Recommendations: This program is most effective when an HR representative attends and participates in the discussion. HR can address questions about your organization's specific policies and reporting procedures regarding sexual harassment. HR might also provide information regarding the prevalence of workplace sexual harassment complaints.

Note on timing: Due to legal constraints, trainers cannot answer specific questions related to state or federal law, or interpret internal organizational policy. Because this training program deals with laws, policies and specific behaviors — and is designed to keep the customer compliant — we're not willing to compromise the information contained within the program by offering it in an abbreviated time frame.

Executive Branch of State Government: This training is not available through Here4TN. Please contact your DOHR representative for more information on scheduling.

Substance Abuse Disorder in the Workplace, Employee**1 hour**

(If DOT is included, add 15 to 30 minutes)

Employees will get information about the negative effects of substance use and how to get help. They will also be encouraged to stop enabling a co-worker's substance use.

Participants will:

- Examine the drugs that most often get abused
- Identify resources for assistance and how to use them
- Determine the extent of substance abuse in the workplace
- Recognize signs and symptoms that may impact a safe and productive work environment

Recommendations: This program is most effective when an HR representative (or other appropriate staff) is present to address specific workplace policy information and to participate in the discussion.

U.S. Only: While numerous organizations use this program to meet department of transportation, department of defense and department of energy employee education requirements, it's the responsibility of the customer company to determine if this session will meet regulatory needs.

Note: Due to legal constraints, our trainers cannot answer specific questions related to state or federal law, or interpret internal organizational policy

Build Your Resilience

1.5 hours

Empowering attendees to take action in their own lives, this training explores the characteristics that help people deal with unexpected challenges in a positive way. The concept of stress hardiness is also defined and discussed.

Participants will:

- Define resilience
- Find ways to be more stress-hardy
- Determine personal resilience level
- Identify what it takes to be resilient

Get the Best of Stress

1.5 hours

In this training, participants will get an overview of stress basics as well as practical suggestions for coping with stressful situations, like in the workplace. The concept of stress hardiness is also introduced as a focus for healthy stress management. In addition, attendees will get tools to help them dial down stress and better understand personal and organizational aspects of stress.

Participants will:

- Learn ways to respond to stress differently
- Apply several stress management techniques
- Identify common sources of stress and our reactions to it

How to Navigate Workplace Uncertainty

1 hour

In an age of mergers, downsizing, reorganizations, globalization and myriad other events, employees may no longer be able to view their positions as stable. How does this state of affairs impact the workplace and the employee? In this highly interactive training program, participants will have an opportunity to examine the changes taking place and explore methods for accommodating those changes.

Participants will:

- Articulate the causes of workplace uncertainty
- Determine both positive and negative reactions to the changing workplace
- Identify symptoms related to workplace uncertainty
- Select appropriate coping mechanisms
- Know when to seek additional help

Executive Branch of State Government: This training is not available through Here4TN. Please contact your DOHR representative for more information on scheduling.

Preventing Burnout

1 hour

Today, work/life balance can be difficult, and many people feel pressured to work faster, harder and longer hours. This can lead to burnout, resulting in decreased productivity and dissatisfaction, among other things. Attendees will examine causes of burnout and potential solutions along with ideas to decrease the likelihood of experiencing burnout.

Participants will:

- Brainstorm possible solutions
- Determine what they can control
- Identify what causes of burnout
- Make a personal plan to reduce burnout
- Define burnout and if they are close to it
- Examine the facts – and fiction – surrounding burnout

Executive Branch of State Government: This training is not available through Here4TN. Please contact your DOHR representative for more information on scheduling.

Etc.

[Table of Contents](#)

How to Be an Effective Workplace Leader

1 hour

Today, leadership requires a more complex set of skills and values than at any time in the past. Vision, trust, integrity and empowerment have become critical elements of effective leadership. This training will provide the framework for becoming an effective and ethical leader whether leading a small team of people or a large organization.

Participants will:

- Identify the challenges of leadership
- Discuss myths and realities of leadership
- Describe the qualities of an effective leader
- Create an action plan for developing leadership skills
- Determine the difference between leaders and managers
- Define the differences between leadership today and in the past

Executive Branch of State Government: This training is not available through Here4TN. Please contact your DOHR representative for more information on scheduling.

How to Make Better Decisions with Critical Thinking

1 hour

What's the best approach to problem-solving? How do you choose between viable options? What are common barriers to critical thinking? These and other questions will be addressed in this program that will teach employees ways to examine information from an objective, critical vantage point.

Participants will:

- Examine strategies to manage risk
- Apply a weighted pros and cons list
- Develop a process for critical thinking
- Use tips and techniques for making better decisions
- Identify common thinking/decision-making traps and how to avoid them

How to Support Mental Health Concerns in the Workplace

1 hour

This session covers depression and anxiety, two of the most common mental health issues that can affect us, our families, friends and the workplace. Participants will learn important information about what depression and anxiety are, what to do, and where to go to find personal or family support.

Participants will:

- Identify appropriate intervention methods
- Understand the impact of clinical depression in the workplace
- Clarify difference between feeling "down", sadness and depression
- Create an action plan for how to support mental health concerns in the workplace

Wellness and Worklife Seminars

Aging

- Managing Eldercare issues

Parenting

- Positive Parenting
- Teaching Your Kids Accountability

Healthy Lifestyle

- Boost Energy Naturally
- Eating Healthier On-the-Go
- Eating Healthy for Less
- Five Steps to Healthier Eating
- Losing Weight Healthfully
- Making Time for Fitness

Stress

- How to Manage Stress
- Maintaining Balance in Life

Wellness

- Aging Healthfully
- Creating a Healthier Lifestyle
- Quitting Smoking

Financial

- How to Manage Your Finances

Personal Growth/Challenges

- Coping with Traumatic Events
- How to Create Passion and Motivation in the Workplace
- How to Understand and Develop Emotional Intelligence
- Planning Your Retirement

Time

- How to Simplify Your Life
- How to Slow Down

Etc.

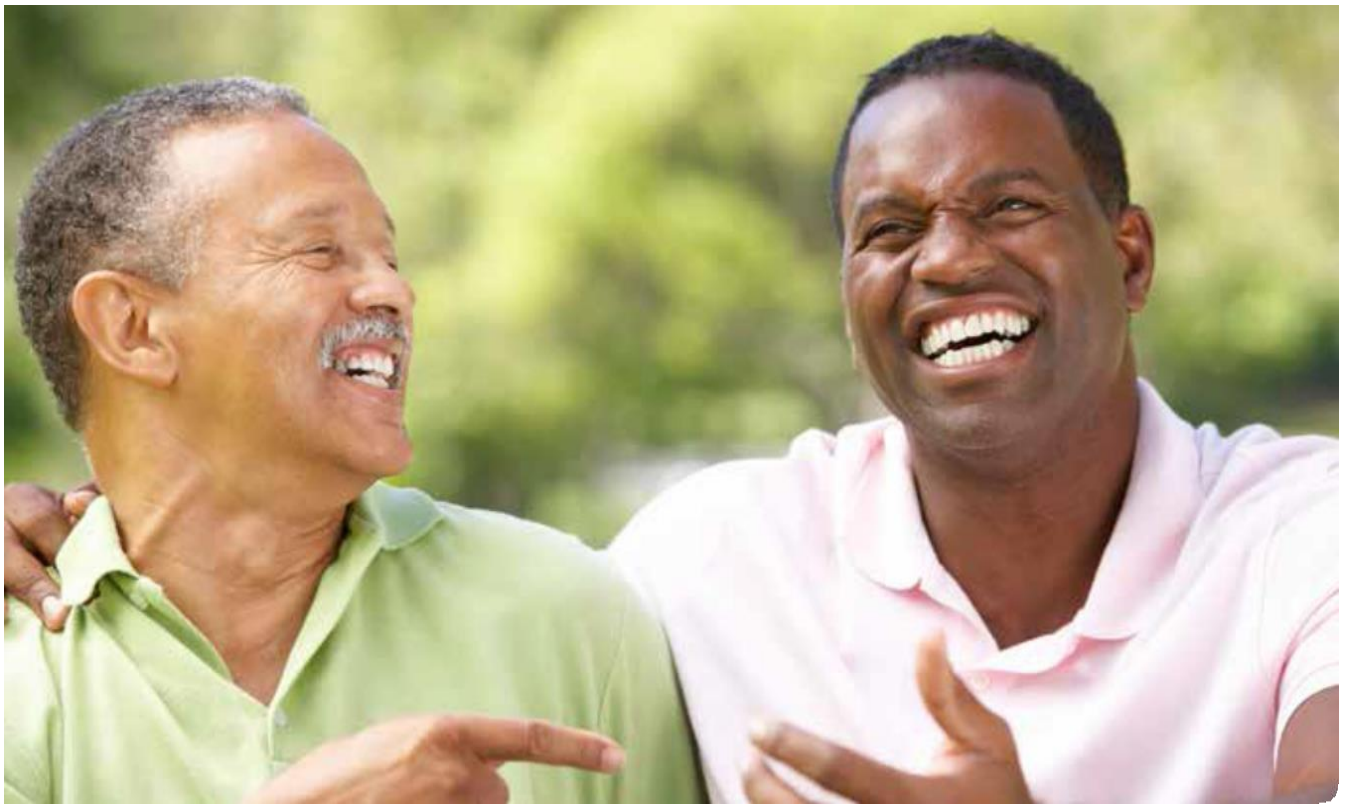
- Making the Holidays Happier

Managing Eldercare**1 hour**

With ways to identify and find appropriate resources, attendees will be positioned to make better decisions for eldercare concerns. In addition, this session will help them learn how to reduce the stress and anxiety that can come with trying to make the best choices for an aging relative.

Participants will:

- Recognize caregiver issues
- Determine needed services
- Explore potential resources
- Identify long-term care issues
- Discuss financial and legal concerns
- Examine the concept of care management



Positive Parenting

1 hour

Raising children today comes with its challenges. With so many competing values, it's important to know what to do to help our children thrive. This presentation provides practical information about parenting issues for toddlers, children and adolescents. The majority of information focuses on children and adolescents.

Participants will:

- Discuss the family life cycle
- Identify principles to live by
- Mark moral milestones by age
- Explore how to problem-solve with children
- Examine traits most parents want to see in their children

Teaching Your Kids Accountability

1 hour

Parents will learn to identify what it takes to be a responsible, but not overbearing, parent. In addition, this program addresses important decision-making and problem-solving skills. Participants will also have an opportunity to learn and practice realistic communication skills that work with kids from young children through school age.

Participants will:

- Create communication strategies that boost children's motivation and self-esteem
- Determine questions to consider when deciding how much help to give with chores
- Explore how to give kids opportunities to make choices, assume responsibility, solve problems ... and experience consequences

Planning tip: This program goes into depth around decision-making, problem-solving, communication strategies and age-appropriate chores.

The following seminars are designed to help employees eat right, get moving and make additional healthy choices. The seminars can stand alone or be offered as a series.

Boosting Energy Naturally

1 hour

Here's an opportunity to look at strategies to increase energy and perk up life, naturally. Participants will gain useful and accurate information regarding healthy eating practices. And, they'll learn which snacks to reach for when a boost is needed.

Participants will:

- Learn new strategies to improve our energy stores
- Identify specific activities to incorporate into our daily routines
- Recognize how nutrition, exercise and stress management impacts overall health and energy levels.

Eating Healthier On-the-Go

1 hour

When life gets busy, it can be easy to get in the habit of eating too many over-processed foods, like in fast food restaurants. But, with a bit of planning and awareness, you can create your own "fast foods" that are good for you and taste great.

Participants will:

- Learn how to make their own "fast food"
- Discover strategies for healthy office eating
- Develop a personal action plan for healthier eating
- Determine how to make better choices when eating out

Eating Healthy for Less

1 hour

It's easy to get caught up in the belief that making healthy food choices is too expensive. That's why this training offers tips for finding the food that's best for us at a price that's affordable. It also features a couple of healthy recipes that won't break the bank.

Participants will:

- Strategize smarter shopping trips
- Discover ways to reduce food waste
- Identify general nutrition recommendations
- Explore planning tips for better budget and nutrition
- Develop strategies for saving on nutrition at work and school

Five Steps to Healthier Eating

1 hour

Offering a non-diet approach, this program helps make it easy to make healthier food choices. Following a five-step process, participants will learn about reaching a healthy body weight — and maintaining it, too.

Participants will:

- Create a plan of action
- Learn to be mindful eaters
- Identify the foods around us
- Discuss behaviors that may get in the way
- Differentiate what we think we “should” eat from what’s lacking
- Use Body Mass Index (BMI) to determine a realistic goal weight

Losing Weight Healthfully

1 hour

As a nation obsessed with both food and dieting, many people experience the roller-coaster effect that often happens with rigid dieting. This program offers a nutrition self-assessment checklist, a hunger-fullness continuum, information about carbohydrates and protein, tips for eating out and a checklist to help determine when professional weight-loss help is needed.

Participants will:

- Consider the timing of eating
- Identify obstacles to losing weight
- Make an action plan for lasting change
- Learn appropriate portion sizes to promote weight loss
- Explore the nutritional value of carbohydrates and protein

Planning tip: This seminar is particularly well-received in January when people are trying to lose weight after the holidays or keep New Year’s resolutions.

Making Time for Fitness

1 hour

An estimated 80 percent of the U.S. population doesn’t get enough exercise, and 60 percent are sedentary. For that reason, this program serves as a great reminder for so many. It shares practical ways for even the busiest person to weave 30 minutes of physical activity into their day.

Participants will:

- Define the FITT principle
- Create a personal action plan
- Identify ways to fit fitness into their day
- Discover the benefits of physical activity
- Explore ways to be more physically active

How to Manage Stress

1 hour

In this program, participants will learn to identify the stressors in their lives and understand the impacts. Focus is placed on the use of positive coping mechanisms to reduce the negative effects of stress. Attendees will have an opportunity to practice relaxation exercises.

Participants will:

- Examine personal values and choices
- Learn skills for managing multiple demands
- Assess their current state of balance and stress
- Identify resources that can be used to meet needs
- Explore ways to better balance the conflicting demands of life

Maintaining Balance in Life

1 hour

A life that's out-of-balance can cause high levels of stress. Participants will have an opportunity to complete the Optum™ Lifescale® Survey and learn methods of using available resources to meet their individual needs. And they'll learn stress management techniques and take home a variety of tools for addressing stress.

Participants will:

- Examine personal values and choices
- Assess current state of balance and stress
- Identify resources that can be used to meet needs
- Learn skills to effectively manage multiple demands
- Explore ways to better balance the conflicting demands of life

Aging Healthfully**1 hour**

Looking at research, like factors and myths related to aging, participants will learn about positive thinking and its contribution to healthy aging. The benefits of mobility, activity and exercise are also examined through group discussion.

Participants will:

- Explore the research on aging
- Learn the importance of balance
- Use a tool to sharpen self-awareness

Creating a Healthier Lifestyle**1 hour**

Wellness is much more than simply avoiding disease. This program introduces how proper nutrition, regular exercise, balanced lifestyle and stress management all contribute to wellness. It also includes specific nutritional information and tips for a healthy heart.

Participants will:

- Identify benefits of exercise
- Examine barriers to living healthier
- Apply MyPlate guidelines to their lifestyle
- Create an action plan to achieve a healthy lifestyle
- Compare their current lifestyle to a healthy lifestyle
- Explore the biopsychosocial connection and lifestyle balance
- Recognize the short- and long-term benefits of a healthy lifestyle
- Discuss the health risks associated with tobacco, alcohol abuse and excess stress

Quitting Smoking**1 hour**

This program presents participants with helpful ways to stop smoking, inviting attendees to choose a personalized approach that best suits their personality and lifestyle.

Participants will:

- Create a personal plan for quitting
- Discuss recovery and maintenance
- Understand the physiology of quitting
- Explore the behaviors associated with tobacco use
- Examine the process of quitting, including methods and medications

Planning tip: The Great American Smoke out is held each November.

How to Managing Your Finances

1.5 hours

Participants will learn the importance of setting up and maintaining a budget. Information about establishing credit and the value of maintaining a good credit rating also are explored. While some saving choices may be reviewed, this class does not address long-term financial planning.

Participants will:

- Redesign spending habits
- Evaluate current financial situation
- Write an action plan to manage finances
- Identify the components of financial planning
- Explore ways to manage money more effectively

Coping with Traumatic Events

1 hour

Traumatic events can range from acts of terrorism or war to natural disasters, among others. Whatever form they take, when trauma hits close to home, it can be hard to process. This program helps identify and normalize reaction to traumatic events. Participants will explore the broad emotional impact and look at healthy ways to cope.

Participants will:

- Define what a “critical incident” is
- Discuss expected expressions of grief
- Identify appropriate means of support
- Learn effective stress-reduction techniques
- Examine strategies for helping children cope
- Determine when to seek professional support
- Explore the range of normal responses to a critical incident

Planning tip: This program can be beneficial for anyone who has been affected by a traumatic event, no matter how remote it may seem.

How to Create Passion and Motivation in the Workplace

1 hour

A thought-provoking program designed to encourage participants to energize themselves, content covers creating a productive work environment and self-motivation. The value of goal-setting and achievement is also discussed.

Participants will:

- Develop and write a team mission
- Create an action plan to inspire passion
- Recognize the sources of passion and motivation
- Develop skills for inspiring others to do their best
- Discuss the significance of Emotional Intelligence (EQ)
- Explore how passion can enhance or interfere with goals
- Identify ways to inspire passion and motivation in the workplace

How to Understand and Develop Emotional Intelligence

1 hour

Attendees will learn all about Emotional Intelligence (EQ) – from its definition to strategies for enhancing it. This program will help participants identify stress reduction techniques and guide them through writing their own action plan for developing their EQ.

Participants will:

- Define EQ
- Assess individual EQs
- Develop a “feeling” vocabulary
- Examine the basic concepts of EQ
- Write an action plan for developing EQ
- Determine the benefits of a healthy EQ
- Explore strategies for enhancing EQ skills
- Identify appropriate stress reduction techniques

Executive Branch of State Government: This training is not available through Here4TN. Please contact your DOHR representative for more information on scheduling.

Planning Your Retirement

1 hour

This program puts participants on a path to satisfying life changes after retirement with useful information on planning for this next life stage. Group discussion encourages participants to share concerns and do some collaborative problem-solving.

Participants will:

- Explore retirement options
- Define the “new retirement”
- Create a personal retirement action plan
- Identify ways retirement affects sense of self
- Examine the impact career has on identity and self-esteem
- Discuss the potential losses (and gains) that come as part of retirement

Planning tip: Please advise participants that this is not a financial planning seminar. The continuum of psychosocial issues of retirement will be addressed.

How to Simplify Your Life**1 hour**

With this program, participants will learn to identify personal barriers to living life simply through examining their inner beliefs. Program highlights also include examinations of inner pressures and how excuse-making helps people avoid change.

Participants will:

- Define values and beliefs
- Identify methods for decluttering
- Explore streamlining chores and commitments
- Discuss the importance of supportive relationships
- Write a personal action plan for how to simplify life

How to Slow Down**1 hour**

The benefits of slowing down and pacing are examined along with strategies for managing time. This program takes a serious look at the factors contributing to the frenetic pace of today's world and also identifies why we feel so rushed. In addition, attendees will get practical suggestions for gaining control of the stress created by our environment.

Participants will:

- Examine belief systems
- Explore why we feel rushed
- Create an action plan to identify ways to slow down
- Identify strategies to slow down and enjoy life more
- Explain how slowing down will help us work more productively

Making the Holidays Happier**1 hour**

Parents will learn to identify what it takes to be a responsible, but not overbearing, parent. In addition, this program addresses important decision-making and problem-solving skills. Participants will also have an opportunity to learn and practice realistic communication skills that work with kids from young children through school age.

Participants will:

- Create communication strategies that boost children's motivation and self-esteem
- Determine questions to consider when deciding how much help to give with chores
- Explore how to give kids opportunities to make choices, assume responsibility, solve problems ... and experience consequences

Planning tip: This program goes into depth around decision-making, problem-solving, communication strategies and age-appropriate chores.



Optum and the Optum logo are registered trademarks of Optum. All other brand or product names are trademarks or registered marks of their respective owners. Optum is a health and well-being company that provides information and support as part of your health plan. It is not a substitute for your doctor's care. Your personal health information is kept private in accordance with your plan's privacy policy.

© 2018 Optum, Inc. All rights reserved. 1/19 OPTPRJ7244 42361-102014